



The Prince & Princess
of Wales Hospice



**Hospice Care
Leaflet**



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Welcome to the Prince & Princess of Wales Hospice

You may be reading this booklet because someone has suggested that the Prince & Princess of Wales Hospice (PPWH) could offer support to you and to the people who matter to you. We understand that every person's situation, wishes, strengths and relationships are different, and we will take time to understand what matters most to you.

This booklet gives a general introduction to our services and answers some common questions about the PPWH. If you have any other questions, please speak to any member of staff who are here to listen and help.

We know that being referred to a hospice can feel worrying. Many people feel reassured once they meet the hospice team, ask questions and understand that palliative care is about living as well as possible, with comfort, dignity and support.

At the PPWH, we will work alongside you, and those who matter to you, to plan care and support around your individual needs, preferences and wishes. Our staff and volunteers are trained to support people aged 16 and over who are living with life-shortening conditions, and to support families, carers and others who matter to them.



Pauline McIntyre

Director of Clinical Services



Our Values

We worked closely with our patients, families, staff and volunteers to agree the values that guide how we work together. These values guide our commitment to dignity, compassion, inclusion, responsive care and wellbeing, and to building relationships where people feel known, heard and respected.

We believe in:

- Care and compassion for our patients and their families
- Feeling valued as part of the hospice community
- Fairness and integrity
- Dignity and respect
- Striving for excellence

We support our staff and volunteers through learning, reflection and guidance so that person-centred practice is part of everyday care. This means working in partnership with you, sharing decisions, respecting your choices and focusing on your comfort, wellbeing and quality of life.

We want everyone at the Hospice to feel safe, respected and supported. We ask patients, families, carers, staff and volunteers to treat one another with kindness and respect. If anyone feels worried about behaviour or communication, we will listen and work with those involved to find a safe and respectful way forward.

These values truly reflect what matters most to the people who use and deliver our services.



Frequently Asked Questions:

What is palliative care?	Palliative care is care and support for people living with a life-shortening condition, and for the people who matter to them. It aims to help you live as well as possible by understanding what matters to you and responding to your physical, emotional, social and spiritual needs. Palliative care can be helpful from an early stage of illness and can be provided alongside other treatments and care.
What is hospice care?	Hospice care focuses on quality of life, comfort, dignity and support for people living with a life-shortening condition. Although we provide care around dying, a hospice is not only for people who are dying. We support people to live as well as they can, for as long as they can, in ways that are meaningful to them.
What do you mean by families and carers?	Families and caring relationships are different for everyone. The people who matter to you may include relatives, partners, friends, neighbours, carers or people from your community. We will ask who is important to you and involve them in your care and support as much as you want.
How much does it cost?	Our palliative and end-of-life care is free of charge. The NHS covers some of our care costs, but the majority of funding required to provide our services is raised by donations and our fundraising efforts.
Can pets visit?	Yes, as well as members of the family, pets can be very important for our wellbeing.
Can I smoke in the hospice?	There is one designated smoking room in the In Patient Unit for patients. Our hospice is a smoke-free environment, the includes vapes and e-cigarettes.



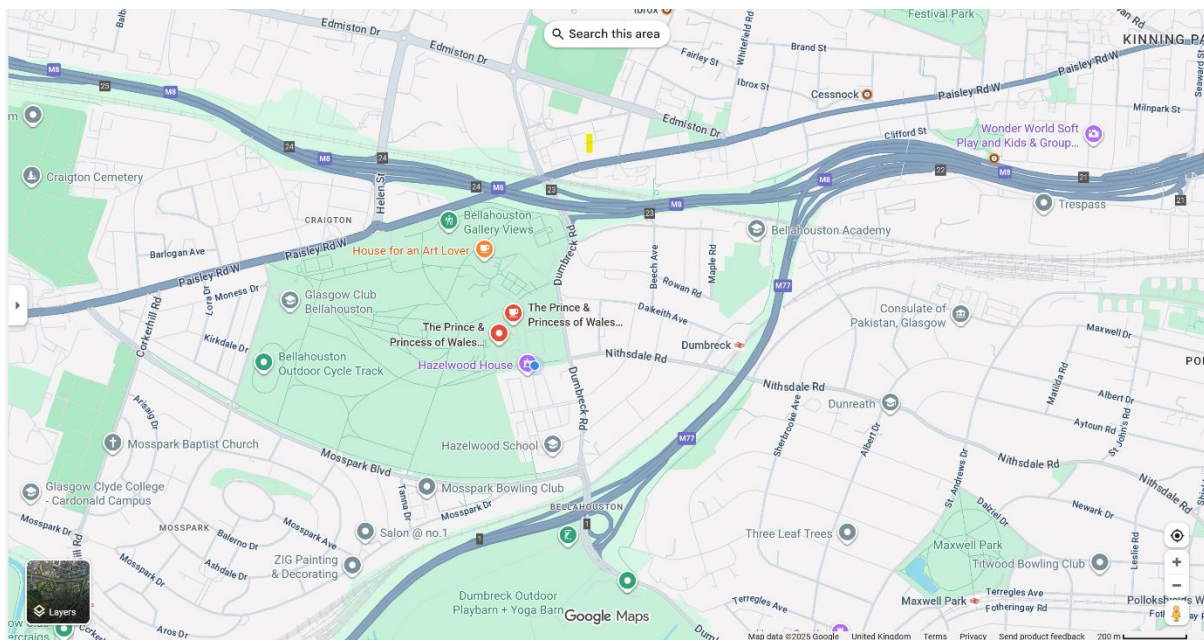
Getting to the Hospice?

Our address is:

[The Prince & Princess of Wales Hospice](#)
[20 Dumbreck Road](#)
[Bellahouston Park](#)
[Glasgow](#)
[G41 5BW](#)

Telephone: 0141-429-5599

What-3-words /// bucks.cooks.range



By Car: The Hospice is conveniently located close to the M8 (junction 23) and M77 (junction 1). Free parking is available at the front of the hospice. It can be busy during the day.

By Bus: First Bus 9, 9A,10 and McGill's 38 run from the city centre to Bellahouston Park, along the Paisley Road West. First Bus 34/34A run from the south of Glasgow (Castlemilk/Shawlands) along Mosspark Boulevard. The Hospice is a 10-minute walk away.



By Train: The nearest railway station is Dumbreck, leaving from Central Station. The Hospice is a 15-minute walk away.

By Subway: The closest sub way station is Ibrox. The Hospice is approximately a 20- minute walk away.

Safety, security and fire alarms

For the safety of everyone, CCTV is in operation in and around the hospice. Please note that the fire alarm is tested every Wednesday at 11am.

How do you get referred to the PPWH?

We look forward to welcoming you. Referrals are normally received from several sources, including your GP, Hospital Consultant, Clinical Nurse Specialists (CNS), District Nurses (DN), and Care Homes. All referrals are discussed at a meeting each morning, where a multidisciplinary team discuss which hospice service is best for you. Urgent or emergency referrals are discussed out with those times as necessary.

PPWH supporting you

We work closely with primary health and social care professionals, including our local Hospitals. During the time we are supporting you, we will maintain contact with your GP.

Our Links with Hospitals

The PPWH has very close links with local hospitals and their hospital palliative care teams, ensuring that you, your family and carers are supported and receiving care.

Please let us know if you are admitted to hospital while you are receiving support from the hospice.



Hospice Services

Support and Future Care Planning

At your first appointment, we will take time to get to know you as a person, not only your illness, using a holistic approach. We will ask about what matters to you, who matters to you, what helps you feel safe and supported, and what you would like to understand or plan for.

Together, we will explore your needs, wishes, strengths and priorities so that your care plan reflects you. Your goals may be about symptom control, maintaining independence, family life, relationships, emotional or spiritual wellbeing, practical support, or things you still want to do. Every plan is different, and we will review it with you as your needs or choices change.

You may be supported by one or more of our services.

Community Team

Our Community Team can visit you in the comfort of your own home. The team is led by specialist nurses in palliative care and supported by other healthcare professionals, such as staff nurses and medical staff.

The team works with you and those who matter to you to understand how your illness is affecting your life and what support would make the biggest difference. They can:

- Offer advice and support to help manage symptoms, including pain and other concerns.
- Provide emotional, social and spiritual support, guided by what is important to you.
- Help you and those close to you understand choices and plan ahead at a pace that feels right for you.
- Arrange access to other hospice services, such as Physiotherapy, Family Support and Living Well Services, where these may help you achieve your preferences and wishes.
- Link you with other external sources of support in the community, health and social care services, for example, financial and practical support.
- We will provide you with all our contact details including out of hours so that you have peace of mind knowing we are always here for you.



Outpatient Service

Our Outpatient Service is made up of several departments. Depending on your needs and priorities, you may be referred to one or more services. The aim of Outpatients is to support your independence, wellbeing and quality of life, helping you to do the things that matter to you for as long as possible.

Outpatient Clinics

You may be referred to our Nurse-Led, or Consultant-Led clinic, where you will be offered advice and supportive care. They work collaboratively with your GP and other healthcare professionals involved in your care, for instance, they could suggest changes to your medication to make you as comfortable as possible. You are welcomed and encouraged to bring family, carers, or a friend with you to these appointments.

Rehabilitation Service

Our Rehabilitation Service includes physiotherapy and rehabilitation support. The team works with you to identify personal preferences and wishes, build confidence, support independence and help you manage symptoms in everyday life.

You can access our Rehabilitation Service as an outpatient, in our Inpatient Unit and also through our Community Team.

The Living Well Service

Within the hospice we offer drop-in sessions twice a week to the Living Well Hub. These sessions are open to any patient known to the hospice, as well as the people who matter to them. The Hub supports different aspects of wellbeing by offering space to relax, connect, learn, be active and take part in activities that feel meaningful to you.

At the Living Well Hub you and your family and carers can access peer support and a variety of wellbeing activities including art, mindfulness, relaxation, reminiscence sessions, music therapy. We also have a volunteer hairdresser and complementary therapist at many of these sessions.

The Creative Arts Service

Our Artists will help you to engage with art activity. The artists will help you participate in meaningful, creative activities that can enhance your sense of wellbeing. We provide a supportive environment in the art room where you can express yourself and develop your creativity. If you are not able to



attend the art room our artists will visit you in the Living Well Hub or in the Inpatient Unit.

Everyone is welcome, whether you have any experience or not. We can all be creative in our own ways.

Befriending

Having a life-shortening illness or condition can be a very lonely time for you and your family. Our Befriending Service has been designed to help alleviate that sense of isolation and loneliness you might experience. The Service can reconnect you with your local community and provide some respite for your carers.

The Befriending Service Volunteers are specifically trained to offer a listening ear. You will be asked about your hobbies, likes/dislike, any preferences or wishes you have and a volunteer will be available for an initial eight-week period. The Befriender will come to your home, supporting you and your family.

Inpatient Unit

You may be referred to our Inpatient Unit (IPU) if you require symptom control, palliative care or if hospice is your preferred place of care at the end of your life. The IPU has 14 en-suite private rooms, spread across two areas. Each room has its own patio garden, with ground-level access to the wider hospice gardens on one side. All rooms also have access to a communal seating area. There are a range of rooms you and your family can use, whether this is on your own or in the company of others. For example, a large family kitchen where you can share a meal together, garden and family rooms. We will work with you and those close to you to understand what matters most, support your comfort and wellbeing, and help you access other hospice services such as complementary therapy, creative arts or music therapy if these are right for you.

Length of Stay

Your stay in the inpatient unit is to control your symptoms or meet your care needs at the end of your life. We have a small number of patient beds to support our community, and this means that your stay will not be long term. If you are appropriate for discharge and home is no longer an option,



we will work with you and those close to you and external services to facilitate moving into your chosen place of care.

Visiting

Your first visit to the hospice can feel overwhelming. We want to do everything we can to help you feel welcome and at ease, and our team of staff and volunteers will support you throughout.

We offer an open visiting approach so that the people who matter most to you can spend time with you whenever possible. We do our best to keep the inpatient unit calm and peaceful, both during the day and at night. At times, we may need to gently limit the number of visitors to help maintain this comforting environment for everyone. Each room includes a sofa bed, giving your loved ones the option to stay overnight if they wish. If being close to your loved one feels important, we can arrange for two single beds to be placed together in your room so you can rest side by side. We make it as easy as possible for family, carers and friends to visit at any time.

We have two family rooms available where your family can sleep, relax, and take time to freshen up. Children are always welcome and should be supervised by a parent or guardian. Your pets are very welcome to visit too, as we understand how important they are to you.

There are no set visiting hours, and the building has full disabled access. At times, when care is being provided, we may ask visitors to wait. During these times, you are welcome to use our café or other public spaces.

Your Belongings

You will have access to a safe in your room; however, any items are left at your own risk. We would advise you to leave valuables at home or arrange for family or carers to take home any valuable items you may have.

Bargacree Café

This onsite Café is situated on the ground floor and is open from 8am for anything from a specialty coffee to a wholesome home cooked meal. A table can be booked for you and/or you family. Please just let us know. Please note last orders for food is 4.30pm.



Hospice Medical Team

Our medical team, including Consultants, Specialist Grade Doctors and Specialty Doctors, are available on site to support you. We also have resident doctors on rotation in the team throughout the year. We provide medical care 24 hours a day, seven days a week, so you can feel reassured that help is always there when you need it.

Consultant ward rounds take place to review your care and ensure your needs are being met in the inpatient unit. Multi-disciplinary meetings for our Inpatient Unit takes place every Tuesday and for our Community Service on a Thursday ensuring that you receive the best possible, coordinated support.

As a teaching hospice, we also welcome students throughout the year. They learn alongside our experienced team, helping us to share knowledge and continue to provide high-quality care for everyone we support.



Young Adult Services

The Young Adult Service is open to everyone aged 16 or over with a life-long, life-shortening condition. The aim of the service is to enable you, your family or carers to take control, make decisions, and live healthier lives.

The Young Adult service offers:

- Nurse and Specialist Doctor led Symptom Management clinics
- A Transition Clinic
- A social hub for social and therapeutic activities
- A learning hub
- A calendar of social events

Family Support Services

Our Family Support Service offers patients and the people who matter to them a space to feel heard, informed and supported before, during and after bereavement. They work alongside hospice teams to provide holistic, person-centred care. Support is tailored to individual needs and may include emotional, practical, social or bereavement support from the most appropriate member of the team.

Counselling and Emotional Support

Facing death can feel at times confusing and overwhelming. Our Counsellor and Family Support team provides one-to-one support for adults and young people experiencing loss, grief, and bereavement either before or after someone has died. Our private counselling suite offers you and your family a safe and confidential space for you to explore your thoughts and feelings.

Bereavement counselling is more in-depth form of emotional support. Our Counsellor will offer six individually tailored sessions. Counselling can be offered to individuals and sessions can take place in our private counselling suite, or via the telephone or video call, or in the patient bedrooms in the Inpatient Unit.

Living with a life-shortening condition can bring a complex range of feelings that may be difficult to share with those closest to you. Palliative counselling offers a confidential space to explore feelings, worries and fears



relating to diagnosis, dying and death. It focuses on supporting quality of life, coping and wellbeing in ways that are meaningful to you.



Social Work

Our Social Worker can offer you individual support, advice, and guidance on a range of issues, including:

- Carer support
- Housing issues
- Financial information
- Welfare and benefits advice
- Vulnerable adults and child protection concerns
- Legal issues, such as helping you access a solicitor for power of attorney or wills
- Advocating for you with different support services such as care, education, health, and housing

Chaplaincy

Our Chaplain is available to listen, guide and provide spiritual, religious and psychological support. If you wish to meet with our Chaplain, please let a member of the IPU team know.

We work closely with faith leaders and belief groups across Glasgow and can arrange for one of them to visit with you at your request. We have a dedicated Sanctuary in the Hospice: a quiet space for peace, reflection and prayer.

Children and Young People

Experiencing a bereavement is one of the most difficult things any of us will ever do, experiencing it as a young person can be especially hard. We provide practical and emotional care for children and young people, their families and carers as well as their teachers tailored to each person's needs.

We also offer a bespoke range of support for parents and carers of children and young people.

Music Therapy

Music Therapy uses this connection to improve emotional wellbeing and communication. This is achieved through activities like improvisation, listening to music, or creating songs and playlists together. This can boost resilience, self-confidence, independence, self-awareness, concentration, and communication skills. You can access Music Therapy as an outpatient and in our Inpatient Unit.



Other Information

Confidentiality and Data Protection

As a healthcare provider, we collect certain data about you for the purpose of providing our services to you. Clinical staff access, use, and share this information on a 'need to know' basis, where there is a legitimate interest or need. Consent is always sought from your or in the case of incapacity, your welfare guardian, to share information. Information may also be used for audit, statistical or reporting purposes. Any sensitive information will be anonymised.

In some circumstances, however, the Hospice has a statutory obligation to share sensitive information via secure channels.

We are committed to protecting your privacy and right to confidentiality. The hospice complies with current Data Protection legislation and NHS requirements concerning confidentiality and information security standards. Personal information is managed in line with the hospice policies on privacy and information governance which can be found on our website by searching 'Privacy Policy'.



The Hospice Experience

People are at the heart of The Prince & Princess of Wales Hospice. Our holistic approach is based on listening to what matters to you, respecting your rights and choices, and working in partnership with you and those who matter to you.

Everyone has a valued perspective on what we offer. We want patients, families, carers, staff, volunteers and communities to feel able to share their views and help shape new and existing hospice services.

We welcome feedback about your experience of the hospice, including what worked well and what could be better. Your feedback helps us understand care through your eyes and supports continuous improvement in the way we work. You can give feedback in several ways:

- Informal feedback to any member of the hospice team
- Leave comments through our short online survey by scanning the QR code below:



- Post one of our 'You said' cards in the suggestion boxes around the hospice
- Emailing us at info@ppwh.org.uk
- Writing in person to
Director of Clinical Services
The Prince & Princess of Wales Hospice
20 Dumbreck Road
Bellahouston Park
Glasgow
G41 5BW

You can find out more about how your feedback helps the Hospice or how to make a complaint by visiting our website



Hospice Experience | The Prince & Princess of Wales Hospice

Complaints

We welcome all feedback, comments, and concerns, as your experiences and views are important to us and help us to improve the care we provide.

If you would like to get in touch, you can email us at info@ppwh.org.uk or call us on 0141 429 5599 or scan this QR code:



A member of our team will listen to your feedback and, if you wish, arrange for a response.

You can also find more information about how your feedback supports the hospice, or how to raise a concern or complaint, by visiting www.ppwh.org.uk/hospice-experience

Important Contact Numbers

For more information about the Hospice, please visit our website at www.ppwh.org.uk

Hospice Switchboard 0141 429 5599

24 Hour Helpline for families and Health Professional Advice Line: 0141 420 6785

Community Clinical Nurse Specialist 07736 821 970 Mon to Fri, 8 am – 4.30 pm

Out of Hours Advice Line: 0141 420 6785